

User Manual ACT



Alarm Centre Tooling

Version: 1.2

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Introduction

1.1 Document scope

The purpose of this document is to be used as a basic user manual for the Alarm Centre Tooling (ACT) website. It contains a step by step explanation on how to access the website, manage and monitor devices, change settings, and how to use the different functionalities.

1.2 Background

The products and services described in this document and available via the Alarm Centre Tooling (ACT) website can only be used in combination with the SafeLinQ platform. All devices use the GSM network and can communicate via SMS or GPRS to the SafeLinQ platform. Most settings are preconfigured on the device or sent to the device by SMS (OTA) in case of new settings / additional features to be used. All the setting messages are automatically picked up by the device. The alerts, generated by devices, are directly pushed to the SafeLinQ Alarm Centre Tooling which functions as an interface for monitoring and tracing any number of devices. It can also be used as a fully functional CRM tool.

2 Role based access control

This chapter describes the hierarchical structure of the Alarm Centre Tooling website. ACT is set up using a Role Based Access Control (RBAC) mechanism. User rights are determined by one or more roles assigned to them, providing an easy-to-maintain interface for system administrators and making it possible to use the ACT interface for many different target groups.

The following roles are currently available in the ACT interface:

- Administrator
- Monitor
- CRM Manager
- CRM Employee
- Reporter

The highest level in the ACT Interface is the administrator. Only the administrator is allowed to create domains, user accounts in ACT and able to assign roles to the different users. The other roles serve specific purposes and can be used separately or in combination.

If a user is created the roles can be assigned and at any given moment they can be changed again by the administrator. The assignment of different role profiles to user is described in more detail in chapter 4.

3 Login Screen

3.1 Login to the website

The SafeLinQ Alarm Centre Tooling (ACT) website can be accessed via:

<http://actpro.safeling.com/>

If you follow the above mentioned link you will be prompted for your login and password as shown in the image below:

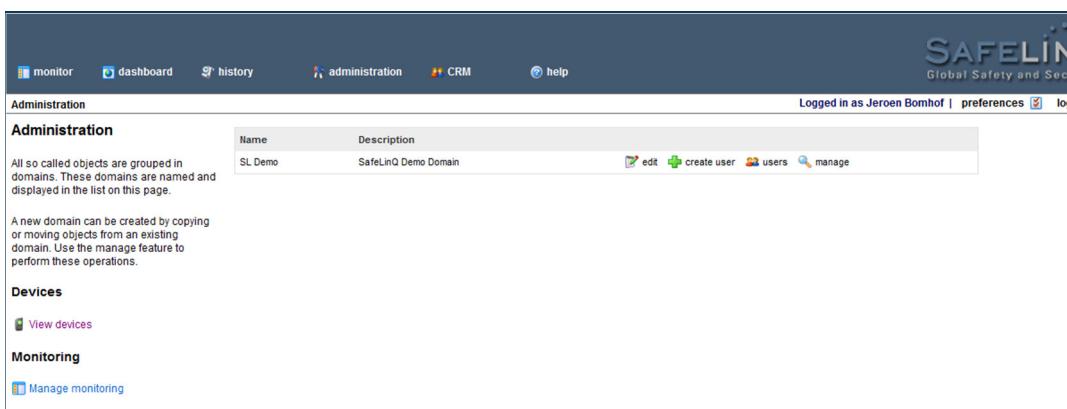


If you already have a username and password you can enter these and press the 'log-in' button for access to the SafeLinQ Alarm Centre Tooling (ACT) website.

In case you don't have a username and password yet or if you do not remember your username and password please contact your distributor or service provider.

3.2 Main screen

If you are logged in you will automatically go to administration screen if you have the administrator role. An image is displayed below.



At the top of the screen you will see a number of menu choices. These are explained in the following chapters of this user manual and by clicking on any of these menu choices you are taken directly to the corresponding section of the website.

In the middle of the screen you will see the existing domain(s) and a number of management options. These are described in more details in chapter 4.

Please note that the availability of specific menu choices depends on the role assigned to the user. If you login as a non-administrator you will not see the administration screen but the website will automatically open the monitor page as displayed below.

On the right side of the screen the log out button can be found.

4 Administration

This section of the website is used for managing domains, users and the roles users have. At the left side you can see a link to view the devices linked to this account.

Account	Device name	Phonenumber	
jeroenb	SmartinQ	+31611516786	 view details

If you click on 'view details' next to a device you are automatically taken to the dashboard page where you will find more information about the device, such as CRM details (if applicable) and the last 5 events for this device. You also have the possibility to request the current location of a device on this page.

When you are on the administration page you will see a list, like displayed below ,on the middle of the screen.

Name	Description	
SL Demo	SafeLinQ Demo Domain	 edit  create user  users  manage

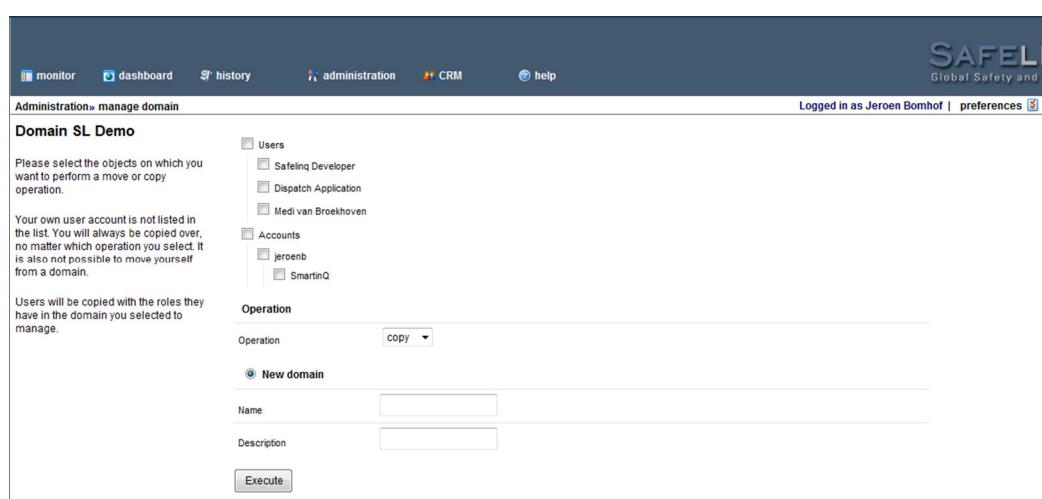
This list contains an overview of the domain that are currently in your account.

4.1 Manage domains

A primary domain is created for you by SafeLinQ or your SafeLinQ representative and contains one or more user accounts. A user account consists of a customer and the devices this customer has.

Using the edit button on the main page you can change the name and description of a domain. Next to the edit button is a delete button on the main page to completely remove a domain.

If you click on the 'manage' button you will be taken to the Domain management page as displayed below.



Administration > manage domain

Domain SL Demo

Please select the objects on which you want to perform a move or copy operation.

Your own user account is not listed in the list. You will always be copied over, no matter which operation you select. It is also not possible to move yourself from a domain.

Users will be copied with the roles they have in the domain you selected to manage.

Operation

Operation: copy

New domain

Name:

Description:

Execute

This section of the website can be used to manage the domains. All users and devices are displayed in the lists and you can move or copy them to another domain or create a new domain for these.

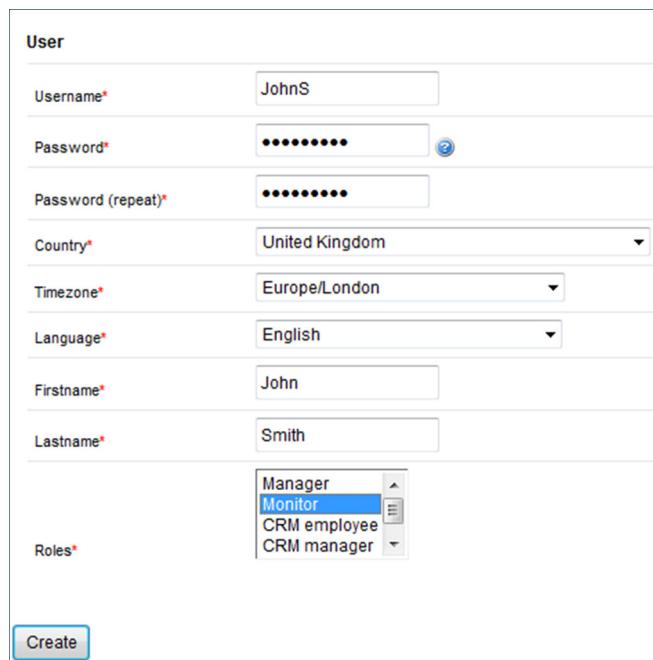
The users as displayed in this section are the users created in ACT. Users will be copied with the roles they have in the domain you selected to manage.

Please note that your own user account is not listed in the list. You will always be copied over, no matter which operation you select. It is also not possible to move yourself from a domain.

Accounts are user accounts as created in the SafeLinQ administration website. All devices are linked to an account. If new devices are added to a user account in the SafeLinQ administration website these devices are automatically shown in the domain management page.

4.2 Manage users

This section of the website can be used to manage the users. If you click on the 'create' button you will see the following form which needs to be completed to create the actual user.



The form is titled 'User'. It contains the following fields:

- Username*: JohnS
- Password*: *****
- Password (repeat)*: *****
- Country*: United Kingdom
- Timezone*: Europe/London
- Language*: English
- Firstname*: John
- Lastname*: Smith
- Roles*: A dropdown menu showing Manager, Monitor, CRM employee, CRM manager, with Monitor selected.

At the bottom left is a 'Create' button.

The username and password are the username and password the user will need to login to the ACT website. Although it is possible to use the user login details of a specific user for multiple sessions this is not recommended. When a user deals with an event on the monitor page the details of this user are automatically saved so if you later want to create a report you still able to see who dealt with an event. If everyone is using the same login details it is not possible to retrieve who did what.

You have the possibility to change the language that is used as a default for the user by changing the country and language. Please note that not all languages in the list are available. Contact your distributor to verify if a preferred language is available.

When assigning roles you can decide to give a user one or multiple roles by keep 'Ctrl' pressed when selecting the different roles from the pull down menu.

If all the user details are filled in please you press the 'create' button. The user is now created.

4.3 Manage roles

If you are on the main page you can click on the ‘users’ link to see all existing user and the different roles they currently have as displayed in the image below.

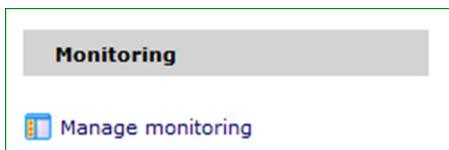
Name	Roles		
SafelinQ Developer	Administrator Monitor	 edit  remove	 roles
Jeroen Bomhof	Manager Monitor CRM employee CRM manager Reporter Administrator		
Medi van Broekhoven	Manager Monitor CRM employee CRM manager Reporter Administrator	 edit 	 roles
Jan Pietersen	Monitor	 edit 	 roles

If you click in this overview on the ‘roles’ link you will be able to redefine the different user roles for this specific user.

Name	Description
<input type="checkbox"/> Administrator	Administrator role
<input type="checkbox"/> Application	Application role
<input type="checkbox"/> Manager	Manager role
<input checked="" type="checkbox"/> Monitor	Monitor role
<input type="checkbox"/> CRM employee	CRM employee role
<input type="checkbox"/> CRM manager	CRM manager role
<input type="checkbox"/> Reporter	Reporter role
<input type="button" value="save"/>	

4.4 Manage monitoring

If you are on the main page you can click on the ‘Manage monitoring’ link at the left side of the page (as shown below) to see the available users and the event queue.



This section is typically used by managers as it provides a management overview of the (un)available agents and open events.

Available Users

You will see an overview of all users. It is clearly indicated if a user is logged in or not. Being logged in doesn't automatically mean that users are available to deal with incoming events. The user will have to go to the monitor page and click on ‘Mark me available’. As soon as the user has clicked on ‘Mark me available’ this is also visible in the overview and an accurate timestamp is shown.

Name	Logged in	Available	Queue size
SafeLinQ Operations	11:56:16 January 10, 2011	✗	52 events

The user will remain available until the user has clicked on 'Mark me away' on the monitor page.

The Queue size indicates how many open events are still in the queue.

Please note:

The 'Mark me available' and 'Mark me away' options are only available when the monitor page view is set to the table layout instead of map layout. This can be changed at the preferences section.

Event Queue

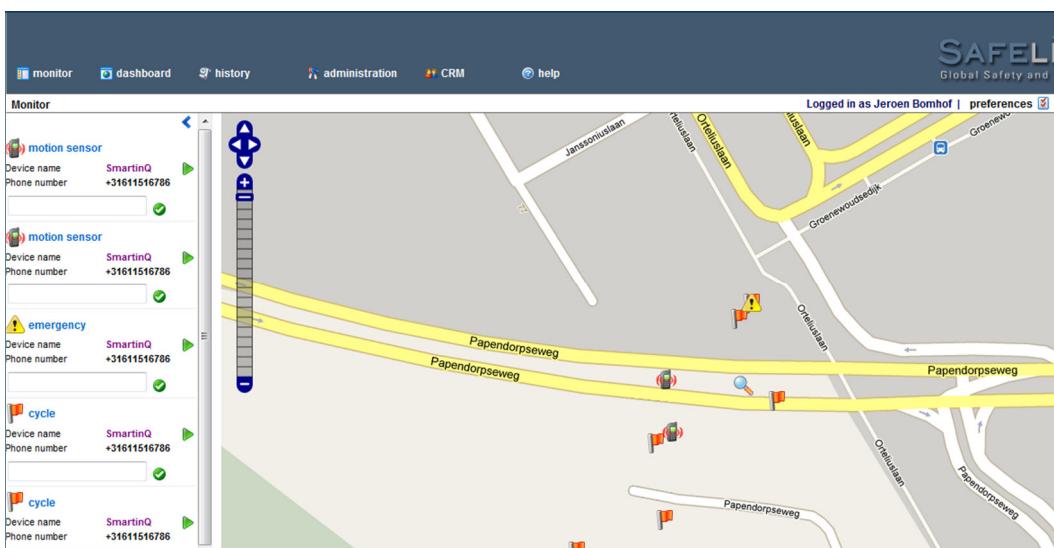
The event queue shows an overview of the last 20 events. It is indicated what kind of event it is, who the event is assigned to (if this is the case), when the event was received (in seconds) and when the last change was made. An example is shown below.

Event queue				
Event	Status	Assigned to	Reported	Last modified
 assigned	safeling		15210 seconds ago	29 seconds ago 

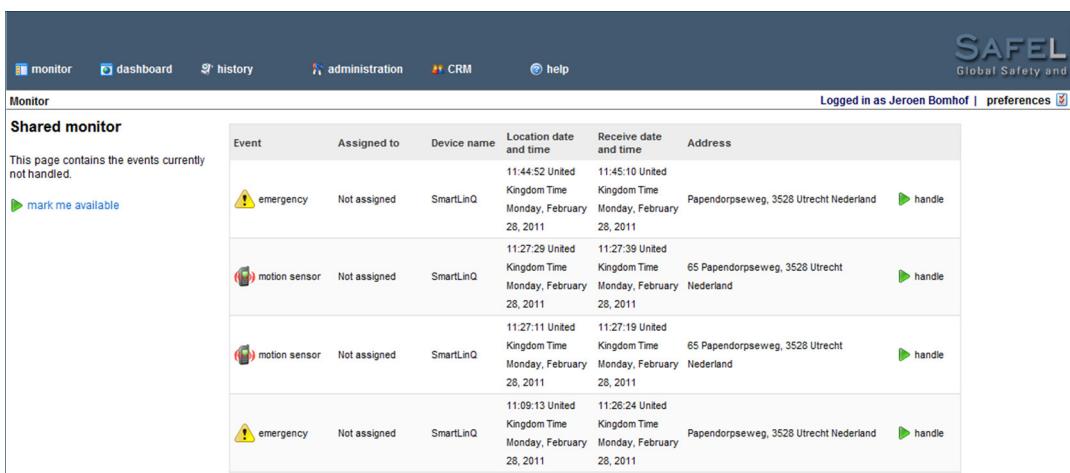
It is possible to deal with an event by clicking on 'handle'. This will automatically take you to the dashboard page to handle the event.

5 Monitor

In this section, you can monitor incoming events and take appropriate action. An image of the monitor page is shown below.



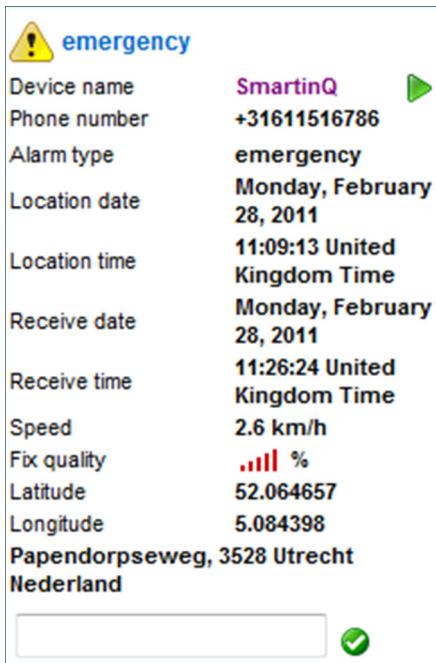
The mapping interface provides for visualizing different layers, like satellite images, hybrid views, terrain views and custom overlays. All new events are displayed on the left side of the screen and when a new event (alarm) occurs the information is shown at the top of the list and an alarm is played through audio.



Event	Assigned to	Device name	Location date and time	Receive date and time	Address
⚠️ emergency	Not assigned	SmartLinQ	11:44:52 United Kingdom Time Monday, February 28, 2011	11:45:10 United Kingdom Time Monday, February 28, 2011	Papendorpseweg, 3528 Utrecht Nederland
⚠️ motion sensor	Not assigned	SmartLinQ	11:27:29 United Kingdom Time Monday, February 28, 2011	11:27:39 United Kingdom Time Monday, February 28, 2011	65 Papendorpseweg, 3528 Utrecht Nederland
⚠️ motion sensor	Not assigned	SmartLinQ	11:27:11 United Kingdom Time Monday, February 28, 2011	11:27:19 United Kingdom Time Monday, February 28, 2011	65 Papendorpseweg, 3528 Utrecht Nederland
⚠️ emergency	Not assigned	SmartLinQ	11:09:13 United Kingdom Time Monday, February 28, 2011	11:26:24 United Kingdom Time Monday, February 28, 2011	Papendorpseweg, 3528 Utrecht Nederland

5.1 Dealing with events

All events have their own description and icon. The specific event types and icons are explained in the help section in ACT. Below is an example of an incoming emergency alert.



If the alert comes in the location is automatically centralised on the map and all the information about the event is displayed on the screen.

If you click on the green tick mark the event is dealt with and will disappear from the monitor page. It is possible to enter text in the text field after which this information will be saved and can be retrieved when creating a report in the history section.

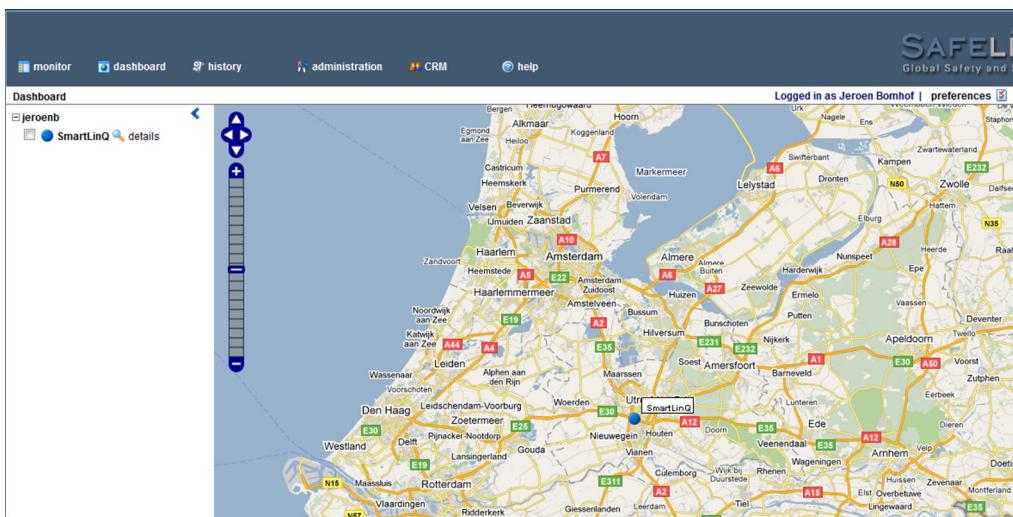
When new events come in the older events are 'closed' but by clicking on them you can see all relevant information again. An example is shown below.



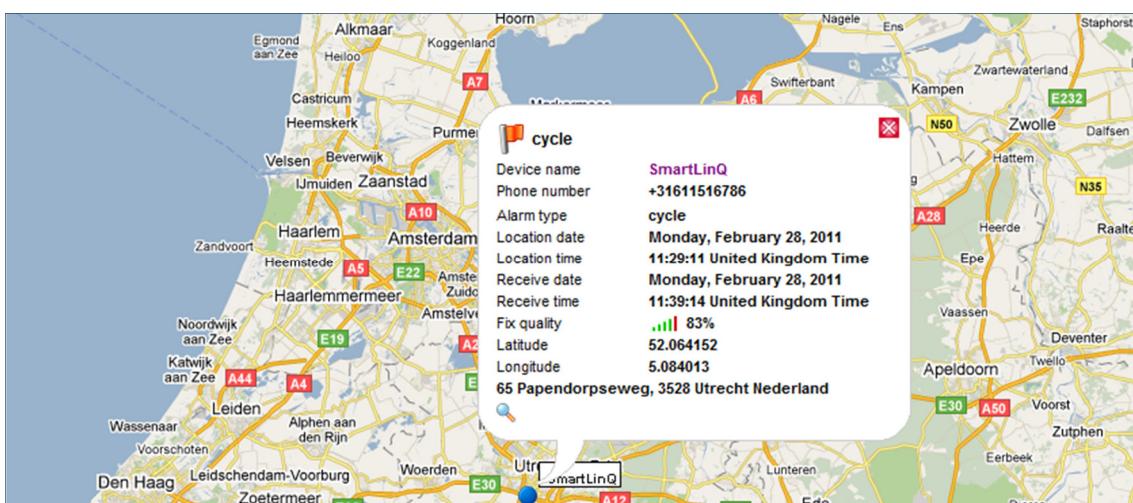
If you click on the device name you are automatically take to the dashboard page where you can see additional information like CRM information and you have the possibility to search the device.

6 Dashboard

On the dashboard page you can see a list of the available devices and you will see one or more devices displayed on the map with the latest known location. An example is shown below.



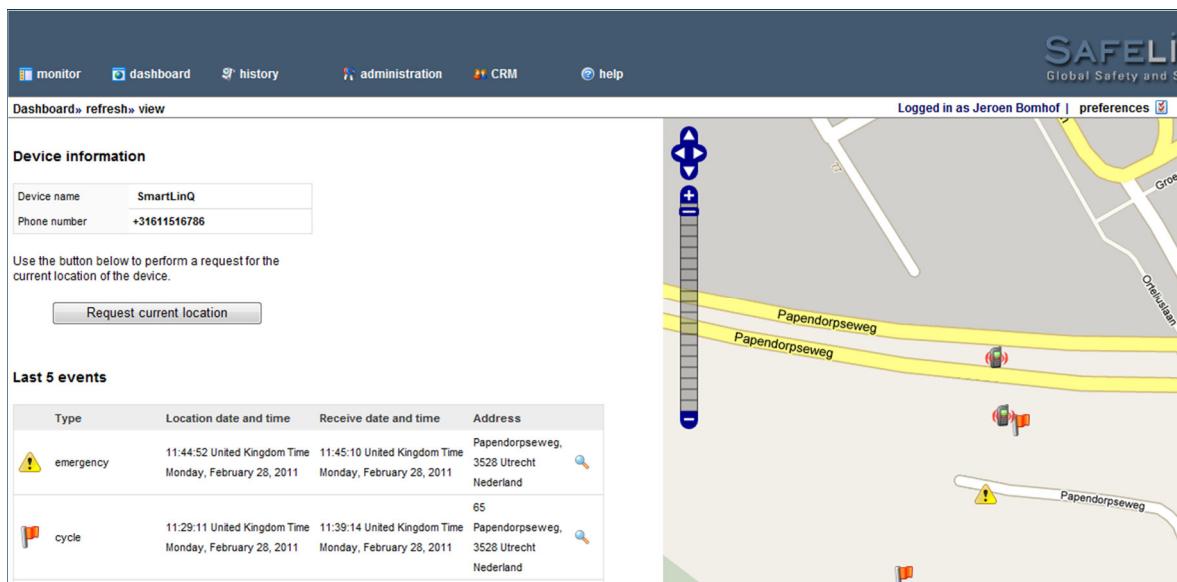
When clicking on a device it automatically shows the information of the last event as displayed below. In case CRM information is available for this device you can see the details by Clicking on 'CRM Information'. A popup will now show up giving you all relevant information.



It is possible to follow multiple devices at the same time but it is also possible to focus on a single device. Click on details next to the device in the device list to focus on a single device as displayed below.

jeroenb
  **SmartLinQ**  [details](#)

You will now be taken to a new screen where you have the possibility to request the current location of a device. By pressing the button a command is sent to the device to locate is and the location information (if available) will be displayed on the website when the searching has ended. Please note that this can take 60-80 seconds and that there are multiple reasons why a position cannot be given, such as weather conditions, a heavily built up area or when the device is indoors.



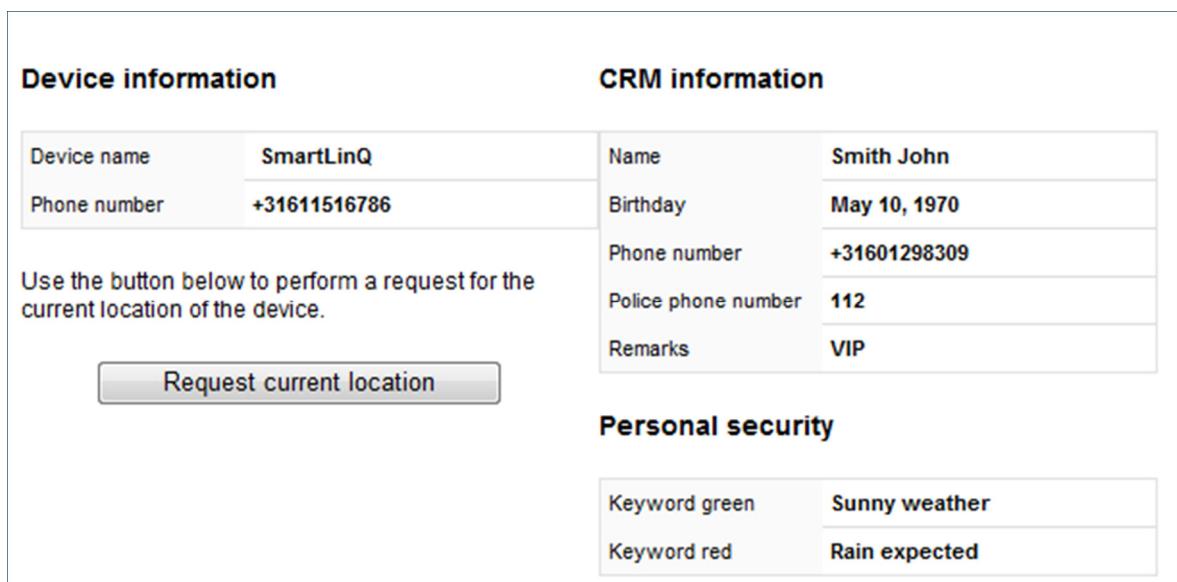
The screenshot shows the SAFELINQ website interface. At the top, there are navigation links: monitor, dashboard, history, administration, CRM, and help. The top right corner shows the user is logged in as Jeroen Bomhof with a link to preferences. The main content area has a header "Dashboard > refresh > view".

Device information: Shows the device name as "SmartLinQ" and the phone number as "+31611516786". Below this is a button labeled "Request current location".

Last 5 events: A table showing the last five events. The first event is an "emergency" type at 11:44:52 on Monday, February 28, 2011, at Papendorpseweg, 3528 Utrecht, Nederland. The second event is a "cycle" type at 11:29:11 on the same date and location.

Map: A map showing the location of Papendorpseweg. A red marker indicates the device's current position. A blue marker indicates the location of the last event. A yellow warning sign icon is also visible on the map.

Also visible on this part of the website are the last five events. By clicking on any of these events this event is displayed on the map automatically. When CRM information is available for a specific device this is also displayed on this page as shown below.



The screenshot shows the SAFELINQ website interface with the following sections:

Device information: Shows the device name as "SmartLinQ" and the phone number as "+31611516786". Below this is a button labeled "Request current location".

CRM information: Shows CRM details for the device. The table includes:

Name	Smith John
Birthday	May 10, 1970
Phone number	+31601298309
Police phone number	112
Remarks	VIP

Personal security: Shows personal security keywords. The table includes:

Keyword green	Sunny weather
Keyword red	Rain expected

7 History

The History options allows for in-depth reporting of all events recorded from a single or multiple devices during a certain period, which can be displayed on a map, as a list and can be exported as CSV.

7.1 Creating report

First start by selecting the device(s) you want to create a report for from the list and press 'create report'.

Account	Device name	Phonenumber
<input type="checkbox"/> jeroenb	SmartLinQ	+31611516786
with selected: <input type="button" value="create report"/>		

Please select the events you would like to create a report for from the list. Please note that it is possible that event types are displayed that do not apply to the device you selected. Selecting event types that are not used doesn't have any impact as they are simply not displayed in the report.

Select event types	
Cycle	<input checked="" type="checkbox"/>
Trace	<input checked="" type="checkbox"/>
Emergency	<input checked="" type="checkbox"/>
Zone	<input checked="" type="checkbox"/>
Battery status	<input checked="" type="checkbox"/>
Power status	<input checked="" type="checkbox"/>
Ignition status	<input checked="" type="checkbox"/>
Motion sensor	<input checked="" type="checkbox"/>
Speed sensor	<input checked="" type="checkbox"/>
Mileage reports	<input checked="" type="checkbox"/>
Button	<input checked="" type="checkbox"/>
Intrusion	<input checked="" type="checkbox"/>

Now please select the start and end-date for the creation of the report.

Select start and end date	
After*	February 27, 2011 12:57:17
Before*	February 28, 2011 12:57:17

You can use the format option to either create a list of events which you can export, or you can view the events on a map.

Select the format

Format*	<input checked="" type="radio"/> View on map	<input type="radio"/> Display as list	<input type="radio"/> Export as CSV
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Please note that if you are creating a report over a very long period of time with many events it might be better to export the event details as a CSV file only.

When you have made the selections please press the ‘View history’ button and the report will be created.

8 CRM

The CRM section of the SafeLinQ Alarm Centre Tooling website can be used for adding CRM information to devices. This enables the user of ACT to check, if an event comes in, immediately what kind of action should be taken.

On the CRM page you will see a list of the CRM details already entered for specific devices like shown in the example below.

Device name	Customer name	MSISDN	
SmartLinQ	Smith John	+31601298309	view contacts edit delete

You are able to see immediately who should be contacted in case of a threatening situation or if someone is not feeling well. If you click on ‘view’ you will see additional details entered or alternatively you can click on ‘contacts’ to see the contact details of another contact person. (If applicable)

8.1 Adding CRM details

To add a new entry simply click on ‘Add new Entry’ when you are in the CRM section. In this section, you can configure the settings related to your device and the person it is assigned to.

Device name	Customer name	MSISDN	
SmartLinQ			setup

When you click on setup you will have to select a specific CRM profile from the list and click and click on ‘select’.

CRM profile

CRM profile*	<input type="button" value="Select"/> Telecare
	No profile
	Telecare
	Vehicle security
	Mobile security
	Personal security

Each profile contains certain properties which are suitable for that specific case:

Telecare: this profile is aimed at medical support

Vehicle security: designed to support fleet management

Mobile security: for mobile object security

Personal security: for lone-workers and personal security

You will now see a form where the customer information details can be entered. If fields are compulsory to fill in this is clearly indicated.

Customer

Firstname*	<input type="text"/>
Lastname*	<input type="text"/>
Birthday*	February <input type="button" value="▼"/> 28 <input type="button" value="▼"/> , 2011 <input type="button" value="▼"/>
MSISDN*	<input type="text"/>
Landline	<input type="text"/>
Street	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Zip	<input type="text"/>
Country*	United Kingdom <input type="button" value="▼"/>
Police phone number	<input type="text"/>
Remarks	<input type="text"/>

Part of the form is a section where you can enter specific keywords that can be used in case the carrier of a device is in a threatening situation and you want to check the status.

Personal security

Keyword green	<input type="text"/>
Keyword red	<input type="text"/>
Add contacts	<input checked="" type="checkbox"/>

Please note that there are 2 different CRM roles defined: CRM Manager and CRM Employee. The difference is that the CRM Employee is only allowed to make changes to CRM details but is not allowed to add new CRM contact contacts or delete any.

9 Preferences

At this section changes can be made to the user preferences. Changes can be made to the following three areas:

1. Localisation
2. Mapping and addresses
3. Interface

Please note that changes to the preferences can be made at any given moment. The three areas are described in more detail in the paragraphs below.

9.1 Localisation

In this section, you can configure the settings related to localisation. An overview of the possible settings is displayed below.

Localisation	
Country*	United Kingdom
Language*	English
Timezone*	Europe/London
Date format*	Full (Monday, February 28, 2011)
Time format*	Full (12:36:34 United Kingdom Time)

You have the possibility to change the language that is used as a default by changing the country and language. Please note that not all languages in the list are available. Contact your distributor to verify if a preferred language is available.

Please select the time zone you are in and the preferred date and time format.

9.2 Mapping and addresses

In this section, you can configure the settings related to mapping and addresses. An overview of the possible settings is displayed below.

Mapping and addresses	
Address service*	Google
Map client*	Google Maps
Default longitude	5.134907
Default latitude	52.092058
Default zoomlevel	9.000000
Dashboard refresh interval	10

Changing the address service and map client will result in the usage of a different mapping provider and you may experience difference to the level of details for addresses that are displayed. Usually these 2 settings cannot be changed.

You also have the possibility to change the default longitude and latitude in order to automatically focus the map on the area where most of the devices you are monitoring are being used. You can also set a specific default zoom level for the map.

The Dashboard will automatically refresh after a number of minutes, by changing this interval you can change the refresh rate.

9.3 Interface

In this section, you can configure the settings related to the interface. An overview of the possible settings is displayed below.

Interface		
Show dashboard in menu*	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Location format*	<input type="radio"/> Address only	<input type="radio"/> Coordinates only
Monitor events*	<input type="radio"/> Both All events except cycles	
Fix indicator*	<input checked="" type="radio"/> Use quality	<input type="radio"/> Use time difference
Monitor mode*	<input checked="" type="radio"/> Normal (map)	<input type="radio"/> Assigned (table)

If you decide not to show the dashboard in the menu it will only be possible to see the details of a device when an event comes in and you click on the device name.

With regards to the way address information is displayed you can choose between address only, coordinates only or a combination of both.

In this area you can also select which event you want to monitor. Three choices are possible:

1. All events
2. All events excepts cycles
3. Only emergencies

When an event comes in the devices will show the location information. By changing the Fix indicator preferences you can select if you want to see the quality of the GPS fix or you can choose to show a different colour if the location details of a previous GPS fix are shown. If the device doesn't have a GPS fix yet this is indicated by a question mark.

The monitor mode can be used to change the layout of the monitor page. It is possible to show incoming events in a table or on a map.